

SOUTH EAST CENTRAL RAILWAY, BILASPUR

DISTRIBUTION OF DUTIES AMONGST THE OFFICERS OF COMMERCIAL HEADQUARTERS.

CHIEF COMMERCIAL MANAGER:

Overall In-charge of Commercial Department.

CHIEF COMMERCIAL MANAGER (FS&CL):

FREIGHT SERVICES ORGANISATION

1. Freight & Parcel Marketing. Freight Targets.
2. Audit Paras and Credit Notes. Including co-ordination with coaching cases.
3. Rating and Routing of Freight Traffic.
4. Freight Incentive Scheme.
5. Traffic & Earnings pertaining to Freight and Parcel Financial Results.
6. Leasing of SLRs/VPU's.
7. Rail Road co-ordination.
8. Market Survey of Railway as well as competitive mode of transport-Freight Terminals Review & Planning.
9. Computerization FOIS/TMS. E-payment.
10. Monitoring of indenting, printing and supply of RRs PW.Bills and other Goods related books & forms.
11. Traffic Surveys-Commercial assessment Uneconomic branch lines.
12. Liaison with Chamber of Commerce and Industries.
13. Matters related to Parcel Traffic.
14. Handling Contracts.
15. NR Cell.
16. Issues related to Weighment including under-weight & over-weight, overloading.
17. Siding Charges, Shunting Charges., Haulage charges and other Charges items and Time & Motion Studies..
18. Warehousing Traffic.
19. Classification and rationalization of Freight Traffic.
20. Schedule of Powers (Parcels & Claims).
1. Siding related matters, Approval of Drawings.ESP and siding agreements, notifications. Co-user permissions, PFT, co-ordinations between CONCOR and other stake holders (Companies) etc.
21. Commercial Plots.
22. Freight Earnings and Statistics.
23. Octroi, Terminal Taxes and Service Taxes.
24. Freight Forwarder Scheme.
25. Outstanding and Debits, Damurrage and Wharfage.
26. Co-ordination with IRCA on freight matters.

Claims Organisation

27. Policy and execution.
28. Monitoring of Claims.
29. Freight Refund and Claims Prevention.
30. Consumer Forum/PIL Cases.
31. Court cases related to Claims (Goods & Parcels), Law Cell.
32. Provision of Section 124-A (Consumer Protection Act).
33. Compensation.

34. Railway Rates Tribunals, Railway Claim Tribunal.
35. Claims Prevention Measures.
36. Accident related claims. Ex-gratia payments.
37. Goods & Claims Statistics.
38. Goods Refund Cases.
39. Any other freight & Claims related works.
40. Any other works assigned by CCM and/or GM.

CHIEF COMMERCIAL MANAGER (Catering & Passenger Service)

2. Budgets, Coaching Targets, Commercial Earnings:-Performance and Targets, Coaching Earnings Coaching Balance Sheet, Coaching Debits & Outstandings, Cash handling.
3. Dealing with earnings, correspondences and reports. Coaching Statistics.
4. PRS, procurement of related equipment liaison, co-ordination and interface between SEC Railway and Railway Board.
5. Passenger Profile Management (PPM)
6. Business and Marketing Plans for coaching matters, periodical census, coaching rating.
7. Computerized and non-computerized season ticketing.
8. UTS/PRS/NTES-139 and Console related works.
9. All matters concerning reservation (Station/ VRS/ Mobile) and train enquiries
10. Opening of booking windows/booking offices etc.
11. Monitoring of indenting, printing and supply of card tickets, Coaching MVBs, UTS/PRS tickets and other Coaching related books and forms. Other Store related matters.
12. Clearance of summer and winter rush, special trains including holidays specials etc. Running of special coaches.
13. Computerization of returns/balance sheets of computerized PRSs, UTSs and season tickets.
14. JTBS, STBS, RTSA/RTAs
15. Projects of UTS: Development and expansion.
16. Co-ordination in case of all train accidents.
17. Manpower Planning and Work Study reports.
18. Establishment matters related to non-gazetted staff of Commercial department and training of Commercial Officers and staff.
19. SECROADS, COMIS, SCMS, RBS and other IT related issues. Plan Head-17.
20. Budget and Works Programmers
21. Passenger Amenities (Plan Head-53). Monitoring of sanctioned work and planning of new works. Approval of Drawings.
22. RTI Act related matters.
23. Cleanliness (station and on board).
24. Monitoring and execution of Model & Adarsh stations.
25. Commercial Advertisement and monitoring of Innovative measures.
26. Ticket Checking.
27. All matters pertaining to Catering business & book stalls.
28. Public Grievances & Complaints.
29. Schedule of Powers (Contracts, Catering, Stores, UTS & PRS).
30. Meetings and Tele Conference with Railway Board
31. Monitoring and improvement in On-board services.
32. Retiring Rooms, cloak rooms, waiting rooms etc.
33. Drinking Water arrangements (stations/trains.)
34. Issues related to Licensed porters, Coach Attendants.
35. Cycle, Scooter and Car Parking Contracts.

35. Provision and monitoring of STD Booths, Cyber Café at stations and ATMs.
36. All co-ordination works, Parliamentary Questions, Court cases, ZRUCC, PNM meetings, POM, Inspections by various officers, PCDO/MCDO.
37. Policy, Control and release of HOR.
38. Emergency Quota related matters.
39. Punctuality.
40. Commercial Control management. Accident managements.
41. Co-ordination with IRCA on coaching matters.
42. Coaching Refund.
43. Co-ordination with state authority, Police, GRP and RPF. Railway Magistrate.
44. Any other passenger services and passenger marketing related works.
45. Any other work assigned by CCM and/or GM.

DY CHIEF COMMERCIAL MANAGER (Freight Services)

1. Freight & Parcel Marketing. Freight Targers.
2. Outstanding, Audit Paras and Credit Notes of goods and co-ordination with coaching cases.
3. Rating and Routing of Freight Traffic.
4. Freight Incentive Schemes.
5. Traffic & Earnings pertaining to Freight and Parcel Financial Results.
6. Leasing of SLRs/VPUs.
7. Rail Road co-ordination.
8. Market Survey of Railway as well as competitive mode of transport-Freight Terminals Review & Planning.
9. Computerization FOIS/TMS. E-payment.
10. Monitoring of indenting, printing and supply of RRs and Parcel W.Bills.
11. Traffic Surveys-Commercial assessment
12. Liaison with Chamber of Commerce and Industries.
13. Matters related to Parcel Traffic.
14. Handling Contracts.
15. Uneconomic Branch Lines.
16. NR Cell.
17. Issues related to Weighment including under-weight & over-weight, overloading.
41. Siding Charges, Shunting Charges., Haulage charges and. other Charges items and Time & Motion Studies..
18. Warehousing Traffic.
19. Classification and rationalization of Freight Traffic.
20. Schedule of Powers (Parcels & Claims).
21. Siding and Commercial Plots.
22. Freight Earnings and Statistics.
23. Octroi, Terminal Taxes and Service Taxes.
24. Freight Forwarder Scheme.
25. Goods Debits and Outstanding, Damurrage and Wharfage.
26. Monitoring of Claims.
27. Freight Refund and Claims Prevention,
28. Consumer Forum/PIL Cases.
29. Court cases related to Claims (Goods & Parcels), Law Cell.
30. Provision of Section 124-A/ (Consumer Protection Act).
31. Compensation.
32. Railway Rates Tribunals. Railway Claims Tribunal.
33. Claims Prevention Measures.
34. Accident related claims.

35. Ex-gratia payments.
36. Goods Refund Cases.
37. Co-ordination with IRCA on freight matters.
38. Emergency Quota.
39. Any other freight & Claims related works.
40. Any other works assigned by CCM (FS & CL) and/or CCM.

DY CHIEF COMMERCIAL MANAGER (Passenger Marketing)

2. Budget, Coaching Targets, Preparation of Commercial Statistics and brochures. Dealing with earnings, correspondences and reports.
3. Coaching Earnings Coaching Balance Sheet. Coaching Debits & Outstandings, Cash handling, Cash in Transit.
4. PRS, procurement of related equipment liaison, co-ordination and interface between S E C railway and Railway Board.
5. Commercial Earnings:-Performance and Targets. PCDO/MCDO.
6. Passenger Profile Management (PPM)
7. Business and Marketing Plans for coaching matters, periodical census, coaching rating.
8. Computerized and non-computerized season ticketing.
9. UTS/PRS/NTES-139 and Console related works. Plan Head-17.
10. Schedule of Powers (UTS & PRS, Stores)
11. All matters concerning reservation (Station/ VRS/ Mobile) and train enquiries
12. Opening of booking windows/booking offices etc.
13. Monitoring of indenting, printing and supply of card tickets. Coaching MVBs & UTS/PRS tickets. Other Store related matters.
14. Clearance of summer and winter rush, special trains including holidays specials etc. Running of special coaches.
15. Computerization of returns/balance sheets of computerized PRSs, UTSs and season tickets
16. JTBS, STBS, RTSAs/RTAs.
17. Projects of UTS: Development and expansion.
18. SECROADS, COMIS, SCMS, RBS and other IT related issues.
19. Revenue Earnings.
20. Innovative Measures.
21. Meetings and Tele Conference with Railway Board in absence of CCM/PS.
22. In case of Train Accident. Management of books/records/circulars.
23. Time Tabling.
24. Passenger Demands. MP/MLA References.
25. Waiting List Monitoring and attachment of coaches.
26. Coaching Statistics
27. Coaching Refund.
28. Other works related to Passenger Marketing.
29. Any other works assigned by CCM (PS & Catering) and/or CCM.

DY CHIEF COMMERCIAL MANAGER (Passenger Services)

1. Passenger Amenities (Plan Head-53). Monitoring of sanctioned work and planning of new works.
2. Monitoring and execution of Model & Adarsh stations.
3. Commercial Advertisement and monitoring.
4. RTI Act related matters.

5. Cleanliness (station and on board).
6. Ticket Checking.
7. All matters pertaining to Catering business
8. Public Grievances & Complaints.
9. Schedule of Powers (Catering, Contract)
10. Monitoring and improvement in On-board services.
11. Retiring Rooms, cloak rooms, waiting rooms etc.
12. Drinking Water arrangements (stations/trains.)
13. Issues related to Licensed porters, Coach Attendants.
14. Cycle, Scooter and Car Parking Contracts
15. Provision and monitoring of STD Booths Cyber Café at stations and ATMs.
16. All co-ordination works, Parliamentary Questions, Court cases, ZRUCC, PNM meetings, POM, Inspections by various officers, PCDO/MCDO.
17. Policy, Control and release of HOR.
18. Punctuality.
19. Commercial Control management.
 1. Co-ordination in case of train accidents
 2. Manpower planning and Work Study reports, Protocol duties.
 3. Establishment matter related to non-gazetted staff of Commercial Department and training of Commercial officers and staff.
 4. Co-ordination with IRCA on coaching matters.
 5. Emergency Quota.
 6. Co-ordination with state authority, Police, GRP and RPF, Railway Magistrate.
 7. Any other works related to Passenger Services.
30. Any other work assigned by CCM (PS & Catering) and/or CCM.

(Prakash Rao Vazalwar)
Chief Commercial Manager

No. C/SECR/BSP/Duty List/14/2014

Bilaspur: Date: 01.08.14.

Copy forwarded to:

CCM, CCM(PS & Catg), CCM(FS&CL), for information
Dy. CCM/FS, Dy. CCM(PM), DY CCM (PS) Sr DCM/BSP, R & NGP for information.
All CCI/CI & Ch. OSs/OSs/Staff concerned for information..